

MINUTES
BROWN COUNTY HOUSING AUTHORITY
Monday, January 16, 2017, 3:30 p.m.
City Hall, 100 N. Jefferson Street, Room 604
Green Bay, WI 54301

MEMBERS PRESENT: Ann Hartman – Chair, Sup. Andy Nicholson – Vice-Chair, Tom Deidrick, and Andy Williams (arrived at 3:45 PM)

MEMBERS EXCUSED: Corday Goddard

OTHERS PRESENT: Robyn Hallet, Cheryl Renier-Wigg, Stephanie Schmutzer, Pat Leifker, Megan Walker, Scott Schoeneman, Belinda Pynenberg, and John Fenner

APPROVAL OF MINUTES:

1. Approval of the minutes from the December 19, 2016, meeting of the Brown County Housing Authority.

A motion was made by A. Nicholson and seconded by T. Diedrick to approve the minutes from the December 19, 2016, Brown County Housing Authority meeting. Motion carried.

COMMUNICATIONS:

2. Letter from HUD dated December 1, 2016, of approval of the BCHA Annual Plan for 2017.

R. Hallet explained the letter is approval from HUD of the BCHA Annual Plan for 2017.

A motion was made by A. Nicholson and seconded by T. Deidrick to receive and place on file a letter from HUD dated December 1, 2016, of approval of the BCHA Annual Plan for 2017. Motion carried.

3. Letter from HUD dated January 5, 2017, of approval of Conflict of Interest Waiver.

R. Hallet explained the letter is in regards to a Brown County Supervisor who has a conflict of interest due to rental property that she has an indirect involvement in. She explained that the waiver was granted by HUD.

A motion was made by A. Nicholson and seconded by T. Diedrick to receive and place on file a letter from HUD dated January 5, 2017, of approval of Conflict of Interest Waiver. Motion carried.

4. Accomplishment Summary for 2015-2016 from the Office of Public and Indian Housing.

R. Hallet explained the summary was put together by HUD highlighting the accomplishments across the nation in the past two years. She stated that many of the items in the summary are items that BCHA has discussed. She thanked the commissioners for their work on the committee and commented that they are making a big difference.

A motion was made by A. Nicholson and seconded by T. Diedrick to receive and place on file the Accomplishment Summary for 2015-2016 from the Office of Public and Indian Housing. Motion carried.

REPORTS:

5. Report on Housing Choice Voucher Rental Assistance Program:
 - A. Preliminary Applications

P. Leifker reported that for the month of December, there were 126 preliminary applications received.
 - B. Unit Count

The unit count for the month of December was 3,068.
 - C. Housing Assistance Payments Expenses

The HAP expenses totaled \$1,287,358.
 - D. Housing Quality Standard Inspection Compliance

There were a total of 462 inspections, of which 220 passed the initial inspection, 86 passed the reevaluation, 115 resulted in a fail, and 41 were no shows.
 - E. Program Activity/52681B (administrative costs, portability activity, SEMAP)

P. Leifker reported on data through December 2016. There were 235 port outs with an associated HAP expense of \$204,753. ICS was overspent by \$23,874 and the FSS program was overspent by \$3,200.
 - F. Family Self-Sufficiency Program (client count, participation levels, new contracts, graduates, escrow accounts, and homeownership)

P. Leifker reported there were 88 program participants in the FSS program. Of that number, 49 are at level one, 18 in level two, 11 in level three, and 10 in level four. There was one new contract signed, one graduate, 39 open escrow accounts, and 51 homeowners.
 - G. VASH Reports (new VASH and active VASH)

There were no new VASH clients and 28 active participants in the VASH program.
 - H. Langan Investigations Criminal Background Screening and Fraud Investigations

For the month of December, there were six new investigations assigned, 10 previous investigations were closed, and eight remain active. There were 116 applications processed, 114 were approved. P. Leifker then displayed the charts of fraud investigations broken down by municipality, showing the greatest number of fraud investigations occurring in Green Bay, followed by De Pere. Initial applications were similar with the largest number of applications from residents of Green Bay followed by De Pere.
 - I. Quarterly Langan Denials report

P. Leifker reported on the fourth quarter report of the program denials. He explained that the table provided shows if ICS or Langan and Associates had denied an application, including the reason that ICS missed the denials. He added that this is due to the fact that one offense was after ICS conducted their background check, the others were due to Langan and Associates having access to vital websites that ICS

does not have. There were four such denials in the fourth quarter, three due to drug possessions and one drug possession and disorderly conduct.

J. Quarterly Active Cases Breakdown

P. Leifker stated that the largest portion of the active participants in the program, by percentage, is the head of household is elderly or disabled, at 53 percent. The second highest percentage, at 36 percent is non-elderly/disabled head of household with earned income. The third highest percentage, at eight percent is head of household is not elderly/disabled with no income and with dependents. The fourth and last demographic, at three percent is head of household is not elderly or disabled and has no earned income and no dependents.

K. Quarterly End of Participation

P. Leifker stated that this quarterly report provides a breakdown of the terminations for the fourth quarter, in which there were a total of 91. He mentioned that the majority of the terminations were due to family obligation violations, accounting for 40 percent of the terminations. The second largest factor was due to voluntary termination at 26 percent. The third largest factor was due to zero assistance/over income at 14 percent.

L. Quarterly Customer Service Satisfaction

P. Leifker stated that for the customer service report for the fourth quarter, 75 percent of the customers rated ICS's service excellent, and 13 percent rated it as very good. P. Leifker also explained the Annual Customer Satisfaction Survey stated 78 percent of the customers rated ICS's service as excellent, and 15 percent rated it as very good.

OLD BUSINESS:

None

NEW BUSINESS:

6. Consideration with possible action regarding NeighborWorks® Green Bay's Annual Report on Project Based Vouchers.

R. Hallet explained that in 2016, the commission approved providing a two year extension to NeighborWorks® and part of that approval included a discussion on the 25 percent cap that is normally required on developments. This means that no more than 25 percent of the units in the development can be project based unless there is an exception for that project. She explained that there was an exception provided in 2016, in regards to providing supportive services to the residents, whereby NeighborWorks® can continue to provide all of the residents with a project based voucher, but they do need to provide supportive services in exchange for that exception. R. Hallet introduced guests S. Schoeneman and B. Pynenberg from NeighborWorks® explaining that they are in attendance to provide the Authority an update of their program.

S. Schoeneman provided the commissioners a handout stating he is going to explain to them how the program started and where they are today. He explained that NeighborWorks® needed to provide a supportive service which could be in regards to elderly, disabled, or social services. He stated the NeighborWorks® is primarily a homeownership center, and one of the things he noticed that people attending the Homebuyer Education class were not mortgage ready. He

added that even those people who were mortgage ready would benefit from a deeper look into their budget and financial habits. Because of this NeighborWorks® decided to take on Financial Capabilities. He explained that B. Pynenberg is the lead of the program, stating that her background is also in life skills. He added that Financial Capabilities is equally as much of a life skills program as it is a financial program. He explained that financial education only provides the educational part; Financial Capabilities provides the education as well as how to apply those skills.

He stated that money and people have been allocated to the program. He explained that B. Pynenberg is working in the program part time, and another employee is working .75 time. He explained that the launch of the program was difficult. The first step of the launch was introducing themselves to the tenants. Since NeighborWorks® employees a third party property manager it was important for the residents to meet the NeighborWorks® staff. A letter was sent out initially and followed up by in person orientations as well as through the phone.

S. Schoeneman stated that the program has been running for about a year. He explained that the biggest challenge they are facing is the less than 100 percent attendance to the orientation. He provided the commissioners with a survey that is provided to the residents. This survey is used to give the staff a baseline number. He explained that the baseline could be a credit score, debt balance, savings balance, which can be measured to see if there were any improvements in any of those areas. He explained that improvements in financial situations do not happen quickly. He added that the baseline survey and the resulting survey should not be taken less than 12 months apart because it is measuring changes in attitudes toward money which takes time to change. S. Schoeneman explained that the program is about the healthy financial attitudes and goals. He added that the goals are developed by each resident individually which can take time to figure out. B. Pynenberg meets with residents to uncover those goals through one or two hour meetings. .

S. Schoeneman stated that what NeighborWorks® has been doing, and will continue to do is when residents come to them with a late pay or slow pay they will offer late fee forgiveness and find out why the rent was late. He added that late rent is just the follow up to an event that caused the late pay. He added that they will continue to do cash incentives to get residents involved in the program. S. Schoeneman explained that NeighborWorks® just launched an Emergency Match Savings Plan. He added that there are 15 slots available for that program.

S. Schoeneman explained that the Financial Capabilities program has four different stages. He stated that the first stage is orientation. The second stage is a one on one consultation. The third stage is counseling which involves setting an immediate goal, something that can be accomplished in one to four months. The fourth stage is the coaching sessions.

B. Pynenberg stated that the program has a psychological aspect to it. She explained that they are figuring out how to address situations where living in poverty is a generational problem. She stated that sometimes those residents are hard to convince that they can better themselves.

R. Hallet stated that the exception was made because NeighborWorks® agreed to offer supportive services, and that they have worked hard at getting residents on board with the program. She questioned what percentages of residents are signed up for the program. S. Schoeneman stated that from an orientation standpoint, approximately 90 percent of the residents have attended. He added that some residents refuse to engage with staff. He stated that closer to 40 percent are beyond the orientation stage and have the baseline survey

completed. Of that 40 percent, 75 percent are continuing beyond the counseling stage. R. Hallet stated that she can see how it would be difficult for the existing residents to understand why there are changes being made. S. Schoeneman agreed, stating that it is a new expectation for them. He added that with incoming residents it will be a set expectation and part of the plan. He stated that there is an addendum attached to the lease that outlines the program.

R. Hallet stated that she would like to meet with S. Schoeneman at another time to discuss ways to get the noncompliant residents to work with them. She added that NeighborWorks® is providing the services, but the residents are not all responding. S. Schoeneman stated that he has looked into ways to get more people involved.

S. Schoeneman explained that the program provides certain services, but the community also provides other services. He stated that often times it is the residents' coach informing them of an event at the library or FISC. B. Pynenberg stated that there are times when residents are referred out for services, but staff at NeighborWorks® still continues the coaching process with that resident. S. Schoeneman explained that there is not one singular path and every resident creates their own action plan.

C. Renier-Wigg questioned how S. Schoeneman determined in the very beginning that the supportive services that residents needed was financial advising. S. Schoeneman stated that they didn't want to mirror ICS's FSS program. He explained that some of the other choices were transportation activities, supervision of taking medications, treatment for drug and alcohol rehab, training in housekeeping and homemaking activities, and family budgeting. He explained that family budgeting tied in the best with NeighborWorks® model.

A. Nicholson questioned what the reason was for the two year extension. R. Hallet explained that their original contract was expiring and HUD allows for extensions. She explained that NeighborWorks® requested a four year extension and as a committee it was decided on two years to see how the supportive services went. She added that the contract will be expiring again in 2018, and HUD has new regulations that are going to be coming out that do impact project based vouchers. She explained that may impact how NeighborWorks® extension looks at that time. A. Nicholson questioned what the reason was for the two year extension. P. Leifker explained that the maximum time for a project based contract is 15 years. He stated that NeighborWorks® initial contract was for 10 years, there was a one year extension by HUD, which is why the four year extension was requested. He added that when the extension was brought up, because the supportive services were new and needed to be added to the program, the Authority wanted to see how the program went before approving additional years.

A motion was made by A. Nicholson and seconded by T. Diedrick to receive and place on file NeighborWorks® Green Bay's Annual Report on Project Based Vouchers. Motion carried.

BILLS AND FINANCIAL REPORT:

7. Consideration with possible action on acceptance of BCHA bills.

S. Schmutzer explained that some of the bills included wages to the City of Green Bay. She added there were legal fees that needed to be paid for the small claims case. She explained that there will be additional fees as the case continues.

A motion was made by T. Diedrick and seconded by A. Nicholson to approve the BCHA bills. Motion carried.

8. Consideration with possible action on acceptance of BCHA financial report.

S. Schmutzer explained that there will be changes in the financial report as the year is closed out. She added that it was originally budgeted for income in HAP to be \$13 million, but ended up with \$15 million from HUD. Expenses were budgeted for \$16 million to spend down some of the reserve, but only \$15 million was spent.

A motion was made by A. Nicholson and seconded by A. Williams to receive and place on file the BCHA financial report. Motion carried.

ADMINISTRATOR'S REPROT AND INFORMATIONAL

9. Review of Priorities at Your PHA worksheet from Lead the Way training.

R. Hallet apologized that the information needed to complete the Lead the Way worksheet was not provided to the commissioners before the meeting. She explained that commissioners can choose to do the worksheet together using the information sheet provided, or they can complete the worksheets individually and it can be discussed as a group in February. A. Nicholson stated that due to the weather he would prefer to take the worksheet home and complete it on his own. A. Hartman agreed. R. Hallet explained that several sections can be skipped because they apply to public housing. She added that reports were created by staff and included in the packets to assist the commissioners complete the worksheet.

A. Hartman questioned how much time the commissioners should spend on the worksheet. R. Hallet estimated about 40 minutes.

10. Discussion regarding 2017 joint meeting(s) of BCHA's and ICS's Boards.

R. Hallet explained that several years ago it was discussed to do joint meetings with ICS's Board. Initially it was decided that they would be done twice a year, but she added that it never worked out to be twice a year. She stated that after talking with ICS they discussed only having joint meetings once a year. It was also suggested that the date of the meeting be changed from March to May due to ICS having two CPAs on their board and that is a very busy time of year for them.

T. Diedrick questioned where the meeting would be hosted. R. Hallet stated that the location would alternate between ICS and City Hall. She added that this year the meeting would be at City Hall. She explained that their board would simply join one of the BCHA meetings. C. Renier-Wigg questioned how large their board is. R. Hallet stated about seven people.

11. Date of next meeting: February 20, 2017

A motion was made by A. Nicholson and seconded by T. Diedrick to adjourn the meeting. Motion carried. Meeting adjourned at 4:13 pm.

MW: RAH